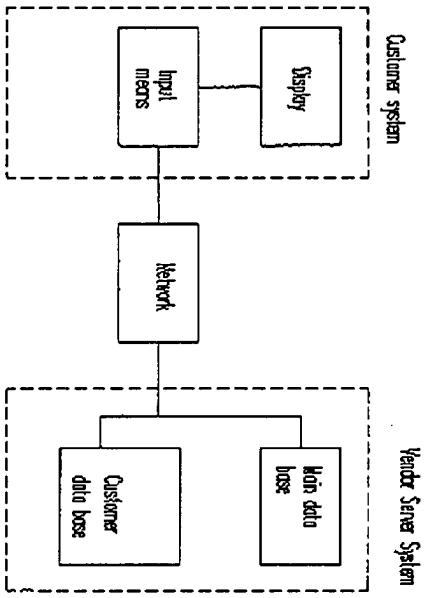
Customer system
Input means
Display
Network
Vendor Server System
Customer data base
Main data base

FIG. 5